

ESIM DEPLOY TO DEVICE (DTD) MDM PRE-PORT INSTALLATION INSTRUCTIONS FOR ANDROID

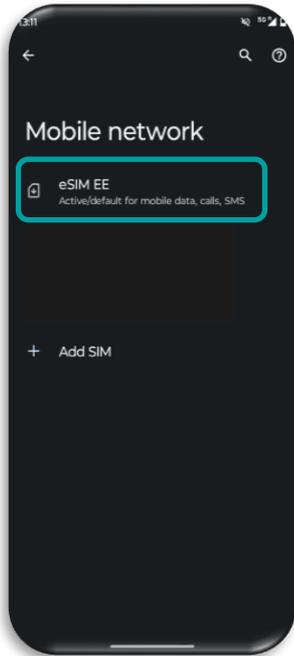
IF YOUR DEVICE DOESN'T SUPPORT DUAL ACTIVE ESIM AND YOU'RE USING AN ESIM CURRENTLY PLEASE SEE FAQs FOR THE NEXT STEPS

For Android devices using a physical SIM, the second eSIM installs silently in the background. Customers may personalise their eSIM ahead of the port date if they wish, but this is optional. Once the port is complete, remove the old SIM and check your settings

Rename the EE eSIM for your convenience & keep your current SIM/eSIM as the default SIM until port date

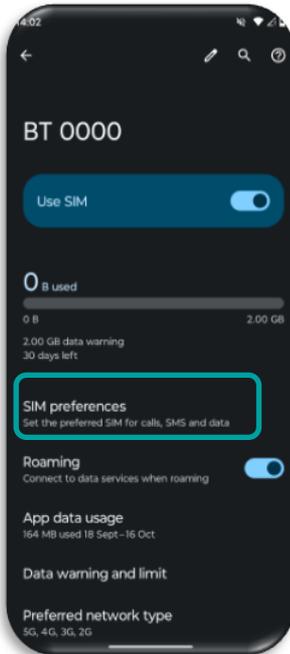
Step 1

Click on SIM to turn on your new EE eSIM



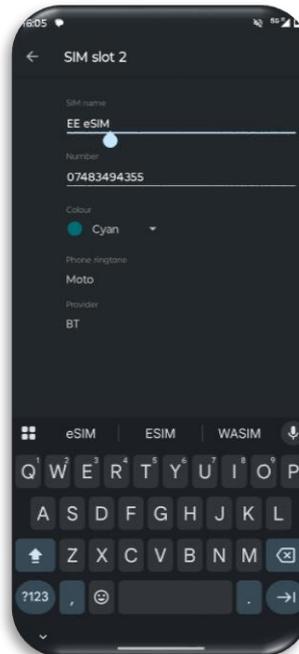
Step 2

Click on SIM preferences to rename your SIM and enter the number



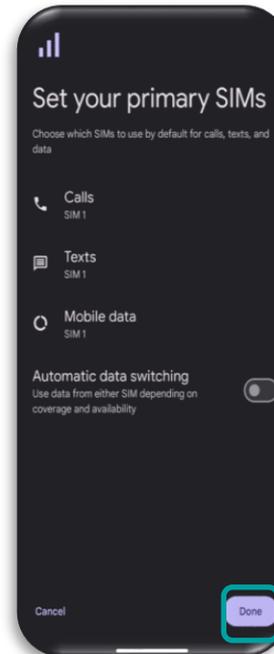
Step 3

In the SIM label field rename to EE eSIM (or similar) and click Save



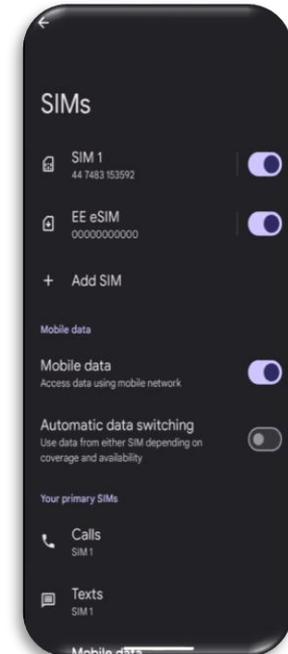
Step 4

Select your 'current line' as default for Data and Calls (no need to select the eSIM)



Step 5

That's it, your eSIM is installed



FAQS

If your device doesn't support dual active eSIM and your device already has an eSIM please follow the steps below.

If you are unsure, please visit our compatibility page to find out [eSIM-compatible devices](#) | [Business Help](#) | [EE Business](#)

After completing Steps 1-3 (which installs the new EE eSIM ready for port date) go to **Settings > Networks & Internet** and turn off the new 'EE eSIM' line (which reverts to your current eSIM). Once the porting process is complete, return to **Settings > Networks & Internet** and turn the new 'EE eSIM' line back on.

Mobile number is showing up as 000000000000 within SIM Manager-

Please reboot your device which should update to your EE temporary number.

If you have missed the pop up-

If you miss the pop up, please go to Settings>Network & Internet>SIMs to personalise your eSIM. If the issue persists, contact your mobile administrator.

Default settings post port date-

Once you have successfully ported you can check or change the default settings by going to the Settings> Network & Internet>SIMs and selecting the new EE eSIM as your default SIM for data & voice.

Setup Issues-

If you have any problems during the eSIM setup, try restarting your device and follow the steps again, don't delete your new EE eSIM at any given time unless asked by your mobile administrator.

OLD SIM REMOVAL POST PORT

Once the port has been successfully completed, please remove your previous SIM card/SIM. Once removed please select the old-line under Settings> Network & Internet>SIMs and select update contacts if prompted.

This step is crucial as it will automatically set your default settings to the EE eSIM, ensuring everything runs seamlessly with your new setup.

